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In re application of: Erb et al.

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Application No.: 10/696,734

Examiner: Unknown

Filed: October 28, 2003

Group: 2681

**Title: CALL REDIRECTION ZONES FOR
WIRELESS COMMUNICATIONS**

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Respectfully submitted,

BEYER WEAVER & THOMAS, LLP



C. Douglass Thomas
Registration No. 32,947

P.O. Box 778
Berkeley, CA 94704-0778



INVESTOR IN PEOPLE

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Newport
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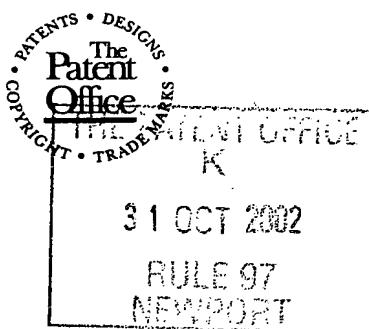
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G10002 1760238-1 000238
P01/7700 0.00-0225428.2**Request for grant of a patent**

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RSN/ME/P12530GB

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0225428.2

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3. Full name, address and postcode of the or of each applicant (*underline all surnames*)
 MITEL KNOWLEDGE CORPORATION
350 LEGGET DRIVE,
PO BOX 13089,
KANATA, ONTARIO,
K2K 1X3
Patents ADP number (*if you know it*)

8090557004

If the applicant is a corporate body, give the country/state of its incorporation

ONTARIO, CANADA

4. Title of the invention

CALL REDIRECTION ZONES FOR WIRELESS COMMUNICATIONS

5. Name of your agent (*if you have one*)
 CRUIKSHANK & FAIRWEATHER
19 ROYAL EXCHANGE SQUARE
GLASGOW G1 3AE
UNITED KINGDOM
Patents ADP number (*if you know it*)

547002

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7. If this application is divided or otherwise derived from an earlier UK application, give the number and the filing date of the earlier application

Number of earlier application

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- a) *any applicant named in part 3 is not an inventor, or*
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5 + 5 RV

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Statement of inventorship and right to grant of a patent (Patents Form 7/77)

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I/We request the grant of a patent on the basis of this application.

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Aukshank et al.

Date

29/10/02

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Dr. R.S. Naismith
0141-221 5767

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DUPLICATE

CALL REDIRECTION ZONES FOR WIRELESS COMMUNICATIONS

Field of the Invention

The present invention relates generally to wireless telephony and in particular to a system and method for directing incoming telephone calls destined to wireless communication devices based on redirection criteria.

5

Background of the Invention

Wireless communication devices such as cellular or mobile telephones and personal digital assistants (PDAs), have become increasingly more popular. In view of this, in any gathering it is likely that a significant number of individuals in 10 attendance is carrying such a wireless communication device. Although wireless communication devices improve reachability, they are often the cause of undesirable interruptions. During important meetings, ringing of cellular telephones can be especially disrupting.

To alleviate this problem, during important meetings or other 15 situations, attendees carrying wireless communication devices are typically instructed to turn their wireless communication devices off for the duration of the meetings. Although this help to avoid disruptions due to ringing of the wireless communication devices, problems arise. If the wireless communication devices are turned off, important incoming calls or messages that would typically take priority over the 20 meetings may be missed. As a result despite the fact that attendees are instructed to turn their wireless communication devices off, because there is potential for missed calls or messages, attendees often disregard these instructions. Also, because it is up to the attendees to turn their wireless communication devices off, meeting chairpersons have no mechanism to enforce compliance with such requests.

25 It is therefore an object of the present invention to provide a novel system and method for directing incoming telephone calls destined to wireless communication devices based on redirection criteria.

Summary of the Invention

30 According to one aspect of the present invention there is provided a method of controlling the delivery of an incoming call directed to a wireless communication device comprising the steps of:

determining generally the location of the wireless communication device to which said incoming call is directed;

if said wireless communication device is not within a designated zone, directing the incoming call to said wireless communication device; and

5 if said wireless communication device is in a designated zone handling said incoming call based on specified criteria.

Preferably, during the handling if the incoming call meets the specified criteria, the incoming call is directed to one of a designated extension within the designated zone and the wireless communication device. In the preferred

10 embodiment, if the incoming call is from a designated caller, the incoming call is directed to the designated extension if it exists; otherwise the incoming call is directed to the wireless communication device. Alternatively, if the incoming call has an importance value exceeding an importance threshold, the incoming call is directed to the designated extension if it exists; otherwise the incoming call is directed to the 15 wireless communication device. If the incoming call does not meet the specified criteria, the incoming call is directed to an extension outside of the designated zone.

Preferably, delivery of incoming calls is controlled within a location having a plurality of designated zones. Each of the designated zones is defined by a specified area within the location. The designated zones may include individual

20 rooms within the location. The location is divided by a grid into grid locations and the designated zones are mapped to the grid locations. The mapping is used during the determining to determine if the wireless communication device is located within a designated zone. In a preferred embodiment, the location of the wireless communication device is determined using triangulation based on wireless signal 25 strengths to base stations at the location.

According to another aspect of the present invention there is provided a system for controlling the delivery of an incoming call directed to a wireless communication device comprising:

means for determining generally the location of the wireless 30 communication device to which said incoming call is directed and for determining if said wireless communication device is within a designated zone; and

means for directing the incoming call to said wireless communication device if said wireless communication device is not within a designated zone and for handling said incoming call based on specified criteria if said wireless communication device is in a designated zone.

5 According to yet another aspect of the present invention there is provided a telephone system to control the delivery of an incoming call directed to a wireless communication device within a location, said location being subdivided into a plurality of grid locations and including redirection zones therein, each redirection zone encompassing a subset of said grid locations, said system comprising:

10 a position determinor for determining the location of a wireless communication device within said location to which an incoming call is destined; and a call handler for determining if said wireless communication device is in a redirection zone and for handling delivery of said incoming call in accordance with the results of said determining.

15 The present invention provides advantages in that the delivery of incoming calls directed to wireless communication devices can be controlled so that important meetings or other gatherings are not interrupted by incoming calls that do not take priority over the meetings or gatherings.

20 **Brief Description of the Drawings**

An embodiment of the present invention will now be described more fully with reference to the accompanying drawings in which:

Figure 1 shows top plan views of two floors in a building divided into grid locations by spatial grids;

25 Figure 2 is a schematic diagram of a telephone system servicing the building shown in Figure 1;

Figure 3 is a table illustrating the grid locations dividing one of the floors of Figure 1 and associated wireless signal strengths of nearby wireless base stations;

30 Figure 4 is a table illustrating redirection zones within the building;

Figure 5 is a table illustrating the mapping between the grid locations of Figure 2 and one of the redirection zones of Figure 3;

Figure 6 is a table showing incoming call importance thresholds; and Figure 7 is a flow chart showing the steps performed during delivery of an incoming call directed to a wireless communication device.

5 **Detailed Description of the Preferred Embodiment**

The present invention relates to a system and method of controlling the delivery of an incoming call directed to a wireless communication device. When an incoming call directed to a wireless communication device is received, the location of the wireless communication device to which the incoming call is destined, is 10 determined. If the wireless communication device is not within a designated zone the incoming call is directed to the wireless communication device. If the wireless communication device is in a designated zone, the incoming call is handled based on specified criteria. In this manner, important meetings are not interrupted by incoming calls to wireless communication devices unless the incoming calls take priority over 15 the meetings. A preferred embodiment of the present invention will now be described with particular reference to the delivery of incoming telephone calls directed to a wireless communication device such as a cellular or mobile phone. It should however be appreciated that the present system and method applies equally to the delivery of incoming messages directed to other wireless communication devices such as PDAs. 20 Within the context of the present application, "incoming call" refers to the delivery of a telephone call, an instant message or other form of communication directed to a wireless communication device.

Turning now to Figure 1, two floors 10 and 12 in a structure such as an office building are shown. Base stations 14₁ to 14_N are provided on each of the floors 25 to provide wireless communications coverage within the building. Each floor is subdivided into uniform grid locations by a spatial grid. In this particular example, floor 10 is subdivided into grid locations A₁ to G₈ and floor 12 is subdivided into grid locations A₁ to G₅. The size of the grid locations can be selected to suit the environment. In this particular embodiment, uniformly distributed pillars 16 on each 30 floor are used to determine the size of the grid locations.

A telephone system 20 within the building services the floors 10 and 12 (see Figure 2). As can be seen, the telephone system 20 is connected to incoming

trunks 22 as well as to the base stations 14₁ to 14_N, telephones 24 associated with designated extensions and telephones 26 associated with user extensions. The telephone system 20 is also connected to computers 28 running administration and/or calendar tools over a local area network 30.

5 The telephone system 20 is programmed with the grid locations on each floor and with the associated wireless signal strengths of the base stations 14₁ to 14_N on the floors. Figure 3 shows some of the grid locations on floor 10 and the wireless signal strengths of the nearby base stations 14₁ to 14₈. For example, as can be seen for grid location A₃, the wireless signal strength of base stations 14₁, 14₂, 14₃ and 14₈ is zero (0), the wireless signal strength of base station 14₄ is 0.2, the wireless signal strength of base station 14₅ is 0.6, the wireless signal strength of base station 14₆ is 0.3 and the wireless signal strength of base station 14₇ is 0.1.

10

15 The wireless signal strengths of the various base stations at each of the grid locations can be determined in a number of ways. For example, the wireless signal strengths may be determined manually or automatically using a wireless communication device while walking across the floors by detecting the presence of the wireless communication device at the various grid locations. Alternatively the wireless signal strengths can be determined by mathematical calculation.

20 The telephone system 20 is also programmed with redirection zones within one or both of the floors. The redirection zones correspond with designated areas or zones on the floors such as for example, meeting and/or conference rooms where it is desired to control delivery of incoming calls to wireless communication devices carried by individuals in these designated areas. Each redirection zone indicates the extension of one or more designated caller, in this example, the extensions of a primary assistant and a secondary assistant, an importance threshold, a caller list, a designated extension and commentary indicating the area on the floor encompassed by the redirection zone. The telephone system 20 maps the grid locations dividing the floors to the redirection zones and uses the mapping to handle the delivery of incoming calls as will be described. Figure 5 illustrates the mapping 25 of the grid location on floor 10 with one of the redirection zones.

30

Figure 4 shows an example of three redirection zones. The designated extension is typically the extension of a telephone located within the redirection zone.

The importance threshold is based on caller information such as for example, caller identification (ID), the dialed telephone number, the external trunk from which the incoming call was received and the name of the recipient. The caller list specifies particular designated callers. Figure 6 shows an example of the criteria used to establish the importance threshold.

5 The administration tools enable the grid locations, redirection zones and grid location-to-redirection zone mappings stored by the telephone system 20 to be reconfigured. The administration tools also enable the chairperson of a meeting either to create a redirection zone corresponding to the location where the meeting is 10 to be held, or to modify the redirection zone associated with the meeting location.

The operation of the telephone system 20 in response to an incoming call directed to a wireless communication device will now be described with 15 particular reference to Figures 5 and 7. When an incoming call directed to a wireless communication device is received by the telephone system 20, the approximate grid location of the wireless communication device to which the incoming call is destined, is determined using triangulation by the telephone system 20 based on the wireless signal strengths to nearby base stations 14₁ to 14_N (step 100). With the grid location of the wireless communication device known, the grid location-to-redirection zone mapping is used to determine if the wireless communication device is located in a 20 redirection zone (step 102). If the wireless communication device is not located in a redirection zone, the incoming call is delivered to the wireless communication device (step 104).

If the wireless communication device is located in a redirection zone, the caller is examined to determine if the caller is a designated caller specified in the 25 redirection zone or if the call importance exceeds the importance threshold assigned to the redirection zone (step 106). If the incoming call meets one or more of the above criteria, the incoming call is delivered to the designated extension associated with the redirection zone or is delivered to the wireless communication device if no designated extension is associated with the redirection zone (step 108). If none of the 30 above criteria is met, the incoming wireless call is re-directed to a pre-configured destination (step 110).

If desired, the telephone system 20 can be programmed to present the caller with a message indicating to the caller that they are about to be redirected and provide the caller with the option of overriding the call redirection. For example, the caller may be presented with the message “.....is in a very important meeting. Your 5 call is being redirected. To override and call anyway say “override””. Alternatively, the telephone system 20 may be programmed to allow the caller to augment call notifications using other communication forms such as for example by instant messaging.

Although the location of the recipient's wireless communication device 10 is described as being determined using triangulation based on wireless signal strengths, those of skill in the art will appreciate that other systems of determining the location of the wireless communication device can be used such as for example, global position satellite (GPS), Blue Tooth discovery or other suitable systems.

The criteria used to determine the importance threshold may utilize 15 alternative or additional factors relating to the incoming call. In addition, the redirection zones may include a private field to inhibit personal calls from being directed to the designated extension. In this case, private calls are directed to the wireless communications device even if the redirection zone includes a designated extension.

20 Although the telephone system 20 has been described as servicing an office building including two floors, those of skill in the art will appreciate that this is for illustrative purposes only. The telephone system may be used in virtually any environment where it is desired to control the delivery of incoming calls directed to wireless communication devices to avoid interruptions such as for example, in 25 theatres, restaurants, performing art halls etc. Furthermore, although particular reference is made to cellular telephones, the telephone system is equally suited to control the delivery of calls, messages or other communications to PDAs or other portable wireless communication devices.

If desired, the importance threshold can be modified based on recipient 30 preferences extracted from an application such as a calendar tool. The redirection of calls may also be controlled based on the time of day, the recipient's class of service or alternative criteria. Incoming call that are directed to a designated extension in a

redirection zone or directly to the wireless communication device within the redirection zone may be filtered by the telephone system 20 prior to actual delivery of the incoming call.

Although a preferred embodiment of the present invention has been 5 described, those of skill in the art will appreciate that variations and modifications may be made without departing from the spirit and scope thereof as defined by the appended claims.

What is claimed is:

1. A method of controlling the delivery of an incoming call directed to a wireless communication device comprising the steps of:

5 determining generally the location of the wireless communication device to which said incoming call is directed;

if said wireless communication device is not within a designated zone, directing the incoming call to said wireless communication device; and

10 if said wireless communication device is in a designated zone handling said incoming call based on specified criteria.

2. The method of claim 1 wherein during said handling if the incoming call meets said specified criteria, said incoming call is directed to one of a designated extension within said designated zone and said wireless communication device.

15

3. The method of claim 2 wherein when said specified criteria includes a designated caller list, if the incoming call meets said specified criteria, said incoming call is directed to said designated extension, otherwise said incoming call is directed to said wireless communication device.

20

4. The method of claim 3 wherein if the incoming call is private and meets said specified criteria, said incoming call is directed to said wireless communication device irrespective of whether a designated extension is included in said specified criteria.

25

5. The method of claim 3 wherein said specified criteria further includes an importance threshold, incoming calls received from callers in said designated caller list and/or incoming calls having an importance value equal to or exceeding said importance threshold, meeting said specified criteria.

30

6. The method of claim 2 wherein during said handling if the incoming call does not meet said specified criteria, said incoming call is directed to an extension outside of said designated zone.
- 5 7. The method of claim 6 wherein delivery of incoming calls is controlled within a location having a plurality of designated zones, each of said designated zones being defined by a specified area within said location.
8. The method of claim 7 wherein said designated zones include rooms
10 within said location.
9. The method of claim 8 wherein said location is subdivided by a grid into grid locations and wherein said designated zones are mapped to said grid locations, said mapping being used during said determining to determine if said
15 wireless communication device is located within a designated zone.
10. The method of claim 10 wherein during said determining, the location of said wireless communication device is determined using triangulation based on wireless signal strength to base stations at said location.
20
11. A system for controlling the delivery of an incoming call directed to a wireless communication device comprising:
means for determining generally the location of the wireless communication device to which said incoming call is directed and for determining if
25 said wireless communication device is within a designated zone; and
means for directing the incoming call to said wireless communication device if said wireless communication device is not within a designated zone and for handling said incoming call based on specified criteria if said wireless communication device is in a designated zone.
- 30 12. A system according to claim 11 wherein if the incoming call meets said specified criteria, said directing means directs said incoming call to one of a

designated extension within said designated zone and said wireless communication device.

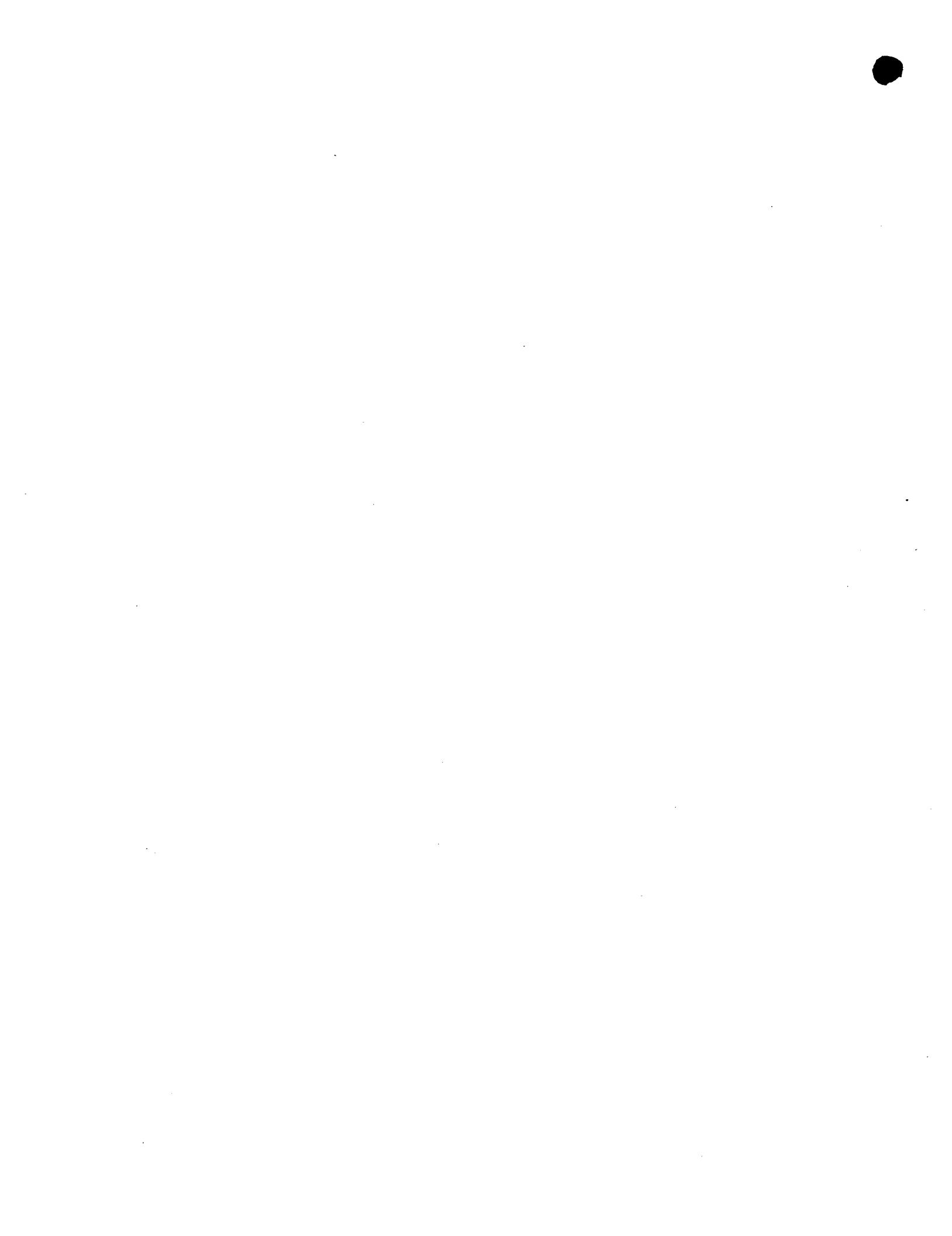
13. A system according to claim 12 wherein when said specified criteria includes a designated extension, if the incoming call meets said specified criteria, said directing means directs said incoming call to said designated extension, otherwise directs said incoming call to said wireless communication device.
14. A system according to claim 13 wherein if the incoming call is private and meets said specified criteria, said directing means directs said incoming call to said wireless communication device irrespective of whether a designated extension is included in said specified criteria.
15. A system according to claim 13 wherein said specified criteria further includes a designated caller list and an importance threshold, incoming calls received from callers in said designated caller list and/or incoming calls having an importance value equal to or exceeding said importance threshold, meeting said specified criteria.
16. A system according to claim 12 wherein during said handling if the incoming call does not meet said specified criteria, said directing means directs said incoming call to an extension outside of said designated zone.
17. A system according to claim 16 wherein delivery of incoming calls is controlled within a location having a plurality of designated zones, each of said designated zones being defined by a specified area within said location.
18. A system according to claim 17 wherein said location is subdivided by a grid into grid locations and wherein said designated zones are mapped to said grid locations, said directing means using said mapping to determine if said wireless communication device is located within a designated zone.

19. A telephone system to control the delivery of an incoming call directed to a wireless communication device within a location, said location being subdivided into a plurality of grid locations and including redirection zones therein, each redirection zone encompassing a subset of said grid locations, said system comprising:
 - a position determinor for determining the location of a wireless communication device within said location to which an incoming call is destined; and
 - a call handler for determining if said wireless communication device is in a redirection zone and for handling delivery of said incoming call in accordance with the results of said determining.
20. A telephone system according to claim 19 wherein said call handler directs the incoming call to said wireless communication device if the wireless communication device is not within a redirection zone and directs an incoming call to one of a designated extension within said redirection zone and said wireless communication device if said wireless communication is in a redirection zone.
21. A telephone system according to claim 20 wherein said call handler directs the incoming call to one of the designated extension within the redirection zone and the wireless communication device if the incoming call meets specified criteria.
22. A telephone system according to claim 21 wherein said specified criteria includes a designated extension, said call handler directing the incoming call to an extension outside of the redirection zone if the incoming call does not meet the specified criteria.
23. A telephone system according to claim 22 wherein said position determinor uses triangulation based on wireless signal strengths to base stations at said location to determine the location of said wireless communication device therein.



Abstract

A system and method of controlling the delivery of an incoming call directed to a wireless communication device is provided. When an incoming call directed to the wireless communication device is received, the location of the wireless communication device, to which the incoming call is destined, is determined. If the wireless communication device is not within a designated zone, the incoming call is directed to the wireless communication device. If the wireless communication device is in a designated zone, the incoming call is handled based on specified criteria.



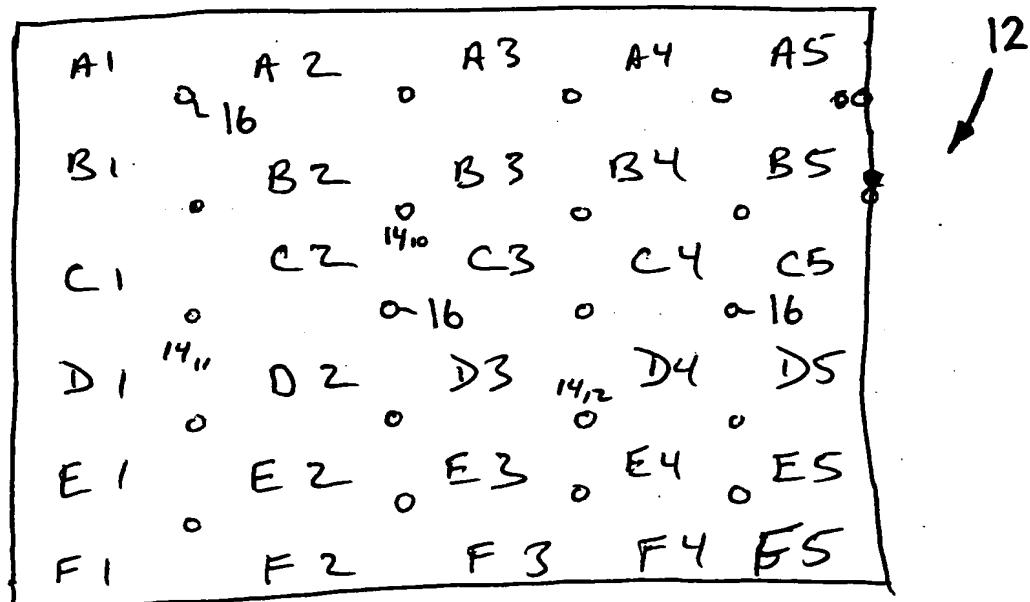
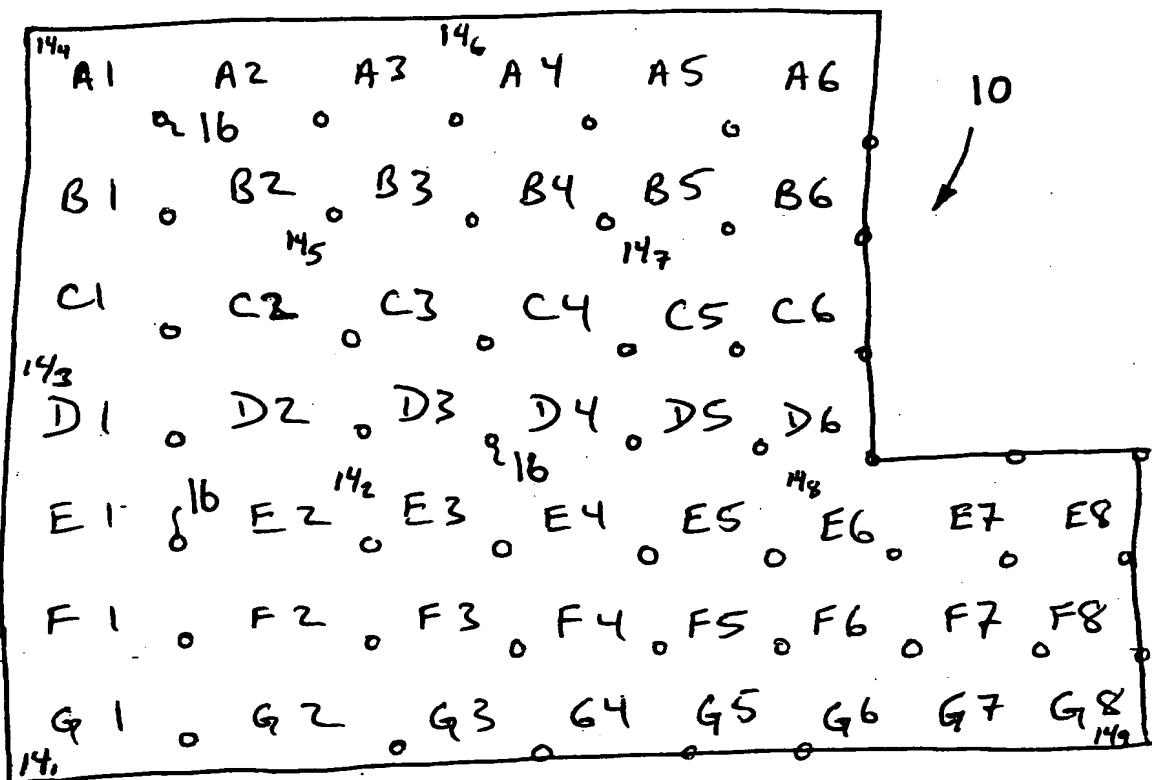


Fig. 1

Wireless Communication Devices

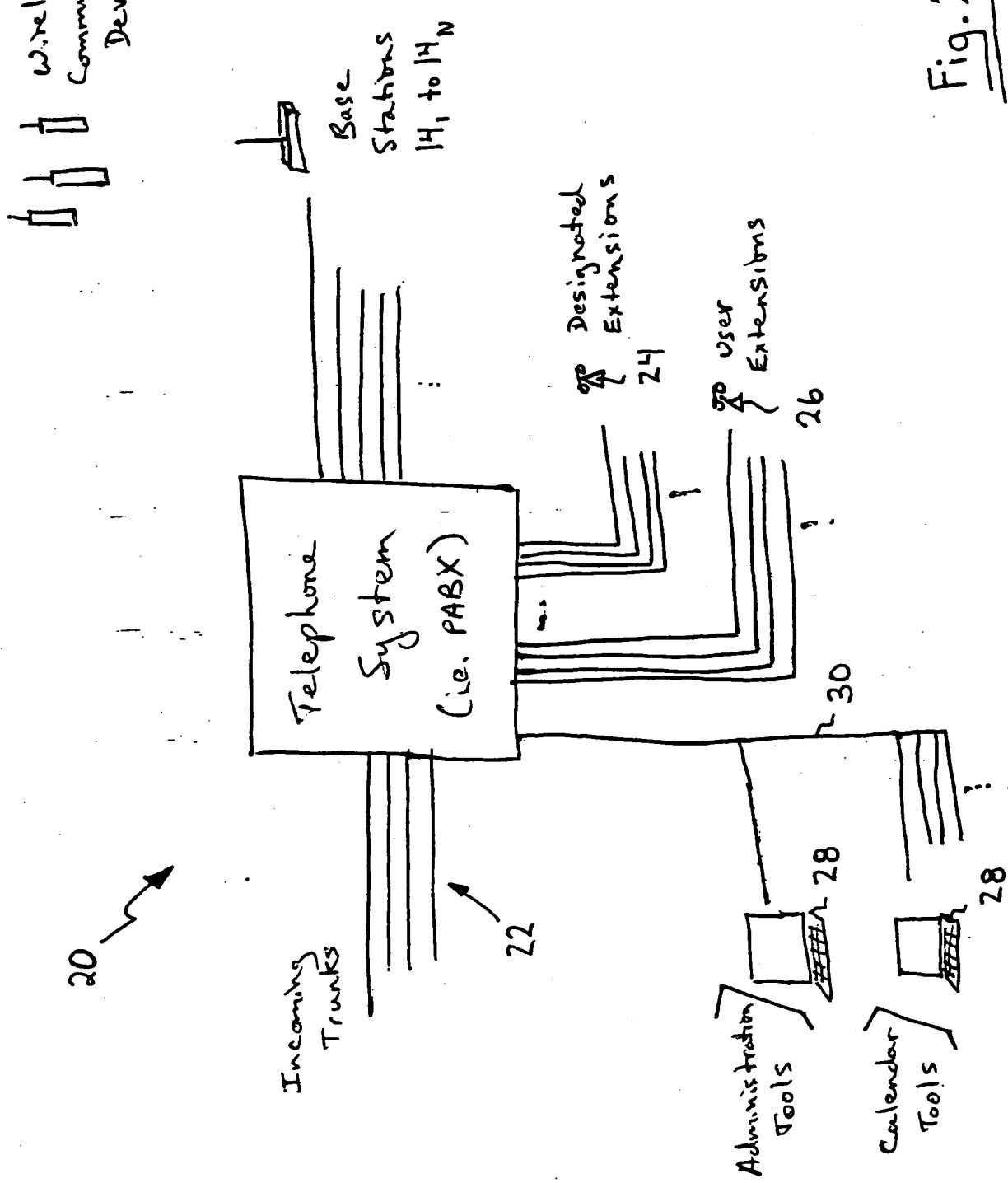


Fig. 2

For each Floor

A matrix of normalized signal strengths is managed
for each grid location
for each base station

		14 ₁	14 ₂	14 ₃	14 ₄	14 ₅	14 ₆	14 ₇	14 ₈
		Grid Location	Base Station						
A1		0	.1	.15	.5	.2	.1	0	0
A2		0	0	.2	.4	.3	.15	0	0
A3		0	0	0	.2	.6	.3	.1	0
⋮							etc.		
A8		<blank>							
B1									
⋮									
etc									

Fig. 3



Redirection Zone #	Primary Secretary	Secondary Secretary	Importance Threshold	Caller dist	Designated Extension	comment
	6400	6700	1	A to E	4032	
1						Meeting Room
2	Blank	Blank	2	F to P	Blank	Washroom
3	6700	Blank	3	Q to W	Blank	Office

etc.

Fig. 4

For each Floor

For each Grid Location

Zone # or \emptyset

i.e. ⁽¹⁾

A1	1	B1	1	C1	\emptyset
A2	1	B2	1	C2	\emptyset
A3	\emptyset	B3	\emptyset	C3	\emptyset
A4	\emptyset	B4	\emptyset	C4	2
A5	\emptyset	B5	\emptyset	C5	\emptyset
A6	\emptyset	B6	\emptyset	C6	\emptyset
A7	\emptyset	B7	\emptyset	C7	\emptyset
A8	\emptyset	B8	\emptyset	C8	\emptyset

etc.

Fig. 5



Importance Thresholds

Importance \equiv	Caller Criteria	Call Rec. Criteria (cos)
1	External	1

Fig. 6

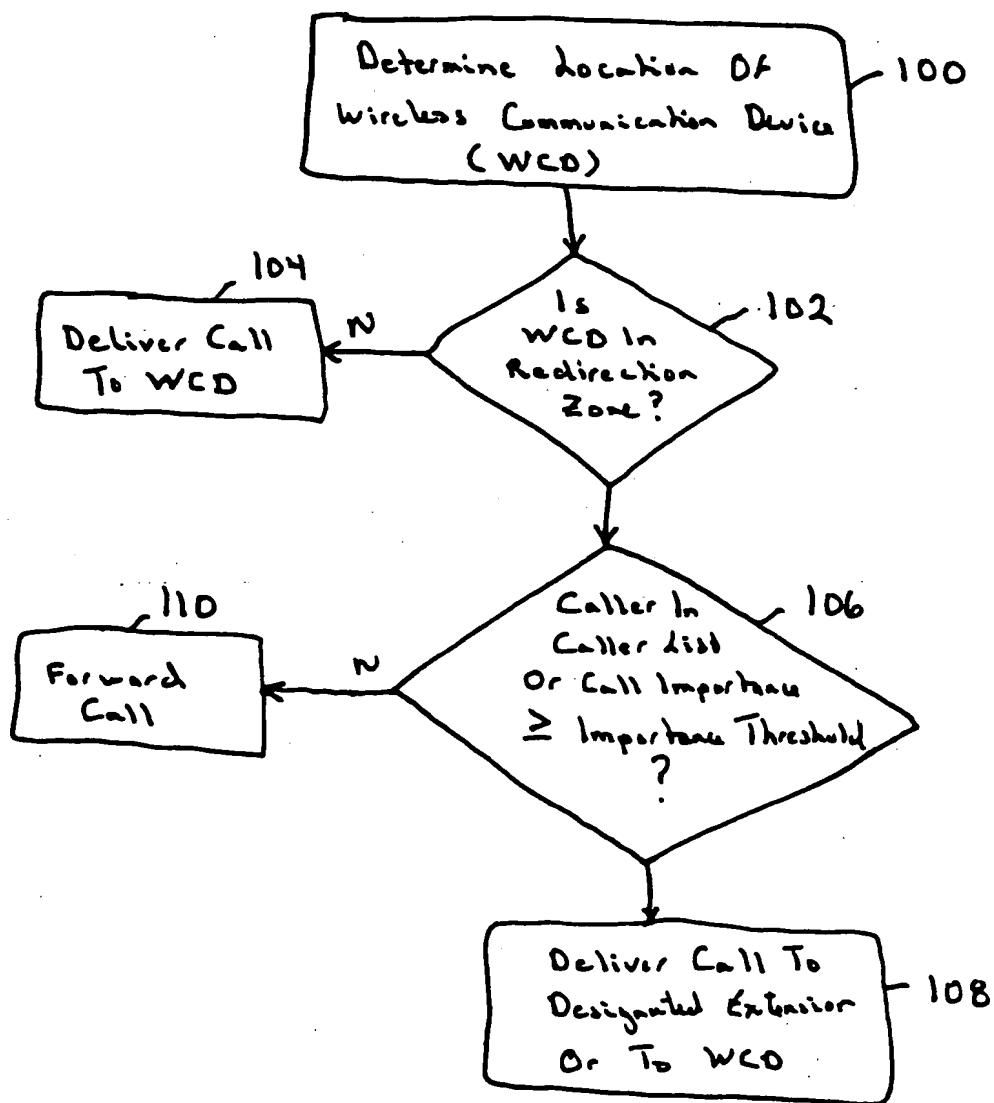


Fig. 7

